

# Southern Adirondack Library System

## FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems) 2022-2026

### SECTION 1 - GENERAL INFORMATION

January 1, 2022 - December 31, 2026

- |      |  |   |
|------|--|---|
| 1.1  | Name of System                                       | Southern Adirondack Library System                                    |
| 1.2  | Street Address                                       | 22 Whitney Place  |
| 1.3  | City   | Saratoga Springs  |
| 1.4  | Zip Code   | 12866   |
| 1.5  | Four Digit Zip Code Extension (enter N/A if unknown) | 4596  |
| 1.6  | Telephone Number (enter 10 digits only)              | (518) 584-7300  |
| 1.7  | Fax Number (enter 10 digits only)                    | (518) 587-5589  |
| 1.8  | Name of System Director                              | Sara Dallas   |
| 1.9  | E-Mail Address of the System Director                | sdallas@sals.edu  |
| 1.10 | System Home Page URL                                 | www.sals.edu  |
| 1.11 | URL of Current Membership List                       | <a href="https://directory.sals.edu/">https://directory.sals.edu/</a> |
| 1.12 | Date of Establishment                                | 1958  |
| 1.13 | Date of Absolute Charter                             | 1963  |
| 1.14 | Name(s) of Central Library/Co-Central Libraries      | Crandall Public Library   |
| 1.15 | Square Mileage of System Service Area                | 4,226   |
| 1.16 | Population of System Service Area                    | 353,366   |
| 1.17 | Type of System                                       | PLS   |

### SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

#### BYLAWS

- |     |                                 |   |
|-----|---------------------------------|---|
| 2.1 | URL of Current Governing Bylaws | <a href="https://salsblog.sals.edu/about-us/trustees/bylaws/">https://salsblog.sals.edu/about-us/trustees/bylaws/</a> |
|-----|---------------------------------|---|

#### APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

- |     |  |   |
|-----|--|---|
| 2.2 | System Board / System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one). | E - System Board / System Council Members are elected                     |
| 2.3 | Indicate by whom the System Board / System Council Members are appointed/elected.  | System board members are elected by the trustees of the member libraries. |

#### ADVISORY GROUPS

2.4 Advisory Groups - Indicate the groups that advise the System Board / System Council. (check all that apply):

- a. Member Directors' Organization / SLS Advisory Council Yes
- b. Outreach Advisory Committee Yes
- c. Central Library Advisory Committee Yes
- j. Other (specify using the note) Yes

**SECTION 3 - PLANNING**

**NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE**

- 3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service. Due to the COVID-19 pandemic, rather than hiring outside consultants to complete the SALS Plan of Service 2022-2026, Erica Freudenberger the Outreach Marketing and Engagement consultant for SALS took the lead in coordinating the process. A series of questions was designed to encourage discussion about current SALS services as well as inspire participants to image the future. Participants were encouraged to think of SALS as the System and its member libraries as one ecosystem or community. She worked with the SALS staff and board, member library staff, trustees, volunteers, representatives of the correctional facilities, to explain the process, gather input in focus groups, and share the information learned in the focus groups. Erica was the speaker at the SALS Annual dinner. She shared information about the process and why it was important for everyone to participate.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role SALS Board of Trustees: included in the focus groups and approved the plan. SALS Staff: shared their impressions, helped facilitate the process. Member Library Staff, trustees, volunteers: participated in focus groups, shared their visions, local library needs, and what services they needed from SALS to best serve their communities.
- 3.3 Describe the planning process for the 2022-2026 Central Library Plan. SALS staff worked with the Crandall Public Library staff to review the services provided by the central library. The agreement was reviewed by the SALS Board of Trustees and the member library directors.
- 3.4 Identify the groups involved in development of the 2022-2026 Central Library Plan and each group's role. SALS Board of Trustees: included in the focus groups and approved the plan. SALS Staff: shared their impressions, helped facilitate the process. Member Library Staff, trustees, volunteers: participated in focus groups, shared their visions, local library needs, and what services they needed from SALS to best serve their communities. Central Library staff: participated in the process.
- 3.5 Describe the integration of the 2022-2026 Central Library Plan with the system's Plan of Service. All services will be evaluated yearly. The Central Library purchases digital content and digital acquisitions accessible to people who reside in the SALS service area. The Central Library staff provides yearly workshops for continuing education of library staff, volunteers and trustees. The library staff provide out of area inter-library loan for all member libraries. The library also assists in system-wide adult literacy services.
- 3.6 Provide the URL of the 2022-2026 Central Library Plan. <https://salsblog.sals.edu/wp-content/uploads/Central-Library-Plan-of-Service-2022-2026.pdf>
- 3.7 Describe the planning process for the 2022-2026 Direct Access Plan. The plan was reviewed by member library and SALS staff. It was approved by the member libraries and the SALS Board of Trustees.
- 3.8 Provide the URL of the 2022-2026 proposed Direct Access Plan. <https://salsblog.sals.edu/wp-content/uploads/90.3-revision-for-the-2022-2026-plan-of-service.pdf>

**EVALUATION**

- 3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Each year, to ensure continued progress toward the SALS identified priorities, SALS will evaluate its services by asking for feedback from member library directors, staff, and trustees. The SALS 2022-2026 plan may be revised as we make progress, or to reflect the feedback from member libraries. This Plan of Service will be used as a tool to allocate resources, develop annual budgets, and evaluate staff. Use, value and member library satisfaction will be recorded and measured. Some methods to be used include: surveys, numerical statistics, anecdotal reports, meetings, and observations.

3.13 Provide the URL for the evaluation form(s) <https://salsblog.sals.edu/wp-content/uploads/SALSSatisfactionSurvey2020.pdf> used by members.

3.14 Describe how the information on customer satisfaction will be used to shape the system's plan in the next year or in the following planning cycle. Annually, a survey will be sent out to all SALS member library staff and trustees and the SALS Board of Trustees. The SALS staff and board will review findings, and the results will be used to develop the following year's budget. Continuing Education opportunities will also be determined and planned based upon the results. As a direct result of the survey responses, services will either be expanded, revised or eliminated.

#### REVISION PROCESS

3.15 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. Member library staff and trustees clearly expressed which services they need from SALS to allow them the ability to provide quality library services to their communities. Funding, staffing, laws and regulations were also incorporated into the revised 2022-2026 Plan of Service. The core services were identified as Joint Automation/Polaris, Delivery, Support from SALS Consultants, Overdrive and collaboration with the Mohawk Valley Library System. Expanded services identified are Continuing Education, and Advocacy including advocating for Social Justice. These priorities will be reflected in the 2022 system budget. Each year, member library staff, volunteers and trustees will be surveyed to determine use, value and satisfaction. The plan will be reviewed and or revised based upon the results of the survey. Each budget will reflect the changes.

### SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The Southern Adirondack Library System will provide leadership, effective and efficient services, continuing education and technology to support member library services to all the residents in Hamilton, Saratoga, Warren and Washington Counties.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.17, 4.19 through 4.21, and 4.23 - complete one repeating group for each topic of every element.

#### 4.2 Element 1 - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement All residents will have access to eContent through cooperative efforts among SALS and the member libraries.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Libraries will assist in the selection and purchasing of eContent through Overdrive. As a result, the circulation of these materials will continue to rise.
4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services. Circulation, holds, and number of unique borrowers will be recorded.

#### 4.3 Element 1 - RESOURCE SHARING Integrated Library System

1. Goal Statement All libraries in SALS will have access to and ongoing training to utilize the ILS.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Libraries will utilize the ILS. SALS staff and Joint Automation staff will have the training needed to keep the system and network running. Member libraries will be encouraged to utilize self check, acquisitions, RFID, eCard, and other technologies to provide outstanding service. The public will have 24/7 online access to the holdings within all the libraries in SALS and the Mohawk Valley Library System.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.4 Element I - RESOURCE SHARING**

**Delivery**

- 1. Goal Statement Member library staff, trustees, and the public will receive the materials, information and equipment they require through the courier delivery, email, Office 365, phone, fax and other electronic means.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) The public, staff, and trustees will receive the information they require in a timely fashion. The libraries will be offered daily delivery to meet their community's needs.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.5 Element I - RESOURCE SHARING**

**Interlibrary Loan**

- 1. Goal Statement Member library staff, trustees and the public will have access to all materials in all formats to support their informational and recreational needs.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) The public and member staff will know how to access and reserve materials using the inter-library loan systems. Member library staff will have the skills they need to find and request materials owned regionally through the Capital District Library Council and the New York State Library. The Crandall Public Library (Central Library) will search and request materials owned outside the region for the member library staff and public.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.6 Element I - RESOURCE SHARING**

**Digital Collections Access**

- 1. Goal Statement System purchased materials (eContent, genealogical, etc.) will be accessible to the residents in the SALS service area through the ILS, through SALS, central library or member library websites.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes

(check all that apply)

Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) The people visiting or residing in the service area will have access to information and resources.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

#### 4.7 Element I - RESOURCE SHARING

##### Other (Optional)

- 1. Topic
- 2. Goal Statement
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

Year 1

- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

#### 4.8 Element 2 - SPECIAL CLIENT GROUPS

##### Adult Literacy

- 1. Goal Statement SALS member library staff will receive the support and education they need in order to provide literacy services and materials to adults. Member libraries will reach adult learners with special needs, new English learners, adult who cannot read standard English print materials, and adults that have other issues impeding their access to libraries and library materials.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Adults will find the resources and services they need in their local libraries. Member libraries will network and partner with other community groups and organizations that support Adult and Family literacy.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

#### 4.9 Element 2 - SPECIAL CLIENT GROUPS

##### Coordinated Outreach (See Instructions for outreach target groups)

- 1. Goal Statement Member library staff will get the education and support they need in order to provide equitable access to library services and materials to all members of their community.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) People residing in Hamilton, Saratoga, Warren, and Washington Counties will have equitable access to library services and materials. Member libraries will partner with community groups and organizations in order to provide people with the information and materials they need.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.10 Element 2 - SPECIAL CLIENT GROUPS**

**Correctional Facilities (State and County)**

- 1. Goal Statement Great Meadow and Washington Correctional Facilities will receive delivery, continuing education, inter-library loan, consulting services, and materials to support the needs of their inmate populations and library staff. Hamilton, Saratoga, Warren and Washington County jails will receive materials to support the needs of the inmate population.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) The inmates in the facilities will have access to materials to meet their recreational and lifelong learning interests.
- 4. Evaluation Method(s) SALS staff, Department of Corrections staff, Sheriff staff and library representatives from each facility will meet (virtually, in person or through correspondences) annually and develop a plan to allocate funds to meet the needs of the inmate population.

**4.11 Element 2 - SPECIAL CLIENT GROUPS**

**Youth Services (Youth to age 18 exclusive of Early Literacy)**

- 1. Goal Statement Member library staff will receive continuing education and opportunities to participate in grant programs targeting services to youth to support the informational and recreational needs in their communities.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Library staff will receive training and support to provide services to the youth in their communities. Library staff will receive additional funds if available through grant programs to provide services to youth in their communities.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use and satisfaction survey to evaluate each element of System Services. Special Client Groups: Youth Services will be an element in the survey.

**4.12 Element 2 - SPECIAL CLIENT GROUPS**

**Early Literacy (Birth to School Age with Families/Caregivers)**

- 1. Goal Statement Member library staff will receive continuing education and opportunities to participate in grant programs targeting services to children ages birth - school age with parents/caregivers in support the informational and recreational needs in their communities.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Library staff will receive training and support needed to provide services to children ages birth - school age and their parents/caregivers in their communities. Libraries will receive additional funds if available through grant programs to provide services to youth in their communities.
4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use and satisfaction survey to evaluate each element of System Services. Special Client Groups: children from birth - school age will be an element in the survey.

#### 4.13 Element 2 - SPECIAL CLIENT GROUPS

##### OTHER (Optional)

1. Topic
2. Goal Statement
- 3a. Indicate year(s) during which the system will be addressing this goal No  
(check all that apply)

- Year 1
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)

#### 4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement Member library and SALS staff and trustees will have the skills and knowledge they need to manage their library and provide services to their communities.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes  
(check all that apply)

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Libraries will operate effectively and legally to meet their community needs. SALS will operate effectively to meet its member library needs. Member library staff and trustees will have access to continuing education content and training through workshops, one-on-one training, state and national conferences. Member library staff and trustees will get the information they need when they need it by working with the SALS consulting staff. As the Division of Library Development continues to explore the requirements of public library staff and trustees, SALS will develop targeted professional development opportunities - either in house, in combination with other library systems, or by hiring outside experts - to create a culture of excellence throughout the System. To encourage library staff and trustees to embrace the value of lifetime learning, the System will create a variety of on-demand, virtual training courses. In addition to regular professional development, SALS will work on identifying the core competencies needed to successfully serve as a trustee, a library director, library staff, a Friend of the Library, or volunteer. Professional development will be made available to support the identified core competencies.
4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use and satisfaction survey to evaluate each element of System Services. Professional Development and Continuing Education will be an element in the survey.

#### 4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement SALS staff will serve as consultants in many areas that support member library staff and

trustees so that the libraries provide services and resources to members of their communities. As the Division of Library Development continues to explore the requirements of public library staff and trustees, SALS will develop targeted professional development opportunities - either in house, in combination with other library systems, or by hiring outside experts - to create a culture of excellence throughout the System. To encourage library staff and trustees to embrace the value of lifetime learning, the System will create a variety of on-demand, virtual training courses. SALS will work on identifying the core competencies needed to successfully serve as a trustee, a library director, library staff, a Friend of the Library, or volunteer. Professional development will be made available to support the identified core competencies.

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member library staff and trustees will get the information they need when they need it by working with the SALS Consulting staff. The member libraries will be connected to the ILS via an area-wide network. Member library automation needs will be supported during library hours and emergencies off hours as needed. Staff will support hardware and peripherals located in member libraries. Staff will maintain appropriate files, reports and software applications. Member library staff and member library boards will have the knowledge and skills to provide virtual library services. SALS staff will keep up-to-date on devices, downloadable services, technology developments and share with member library staff. The SALS staff will participate in local, state-wide and national continuing education opportunities to share information with the member library staff and trustees.
4. Evaluation Method(s) Each year, to ensure continued progress toward our identified priorities, SALS will evaluate its services by asking for feedback from member library directors, staff, and trustees. This current plan may be revised as we make progress, or to reflect the feedback from member libraries. This Plan of Service will be used as a tool to allocate resources, develop annual budgets, and evaluate staff.

**4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS  
Virtual Reference (Optional)**

1. Goal Statement Not identified as a priority by member libraries.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No
- Year 1
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
3. Intended Result(s) N/A
4. Evaluation Method(s) N/A

**4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS  
Digitization Services (Optional)**

1. Goal Statement This was not identified as a priority by the membership.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No
- Year 1
- 2b. Year 2 No
- 2c. Year 3 No



- 2d. Year 4 No
- 2e. Year 5 No
- 3. Intended Result(s) N/A
- 4. Evaluation Method(s) N/A

**4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Other (Optional)**

- 1. Topic Equipment purchasing
- 2. Goal Statement Member libraries can participate in coordinated purchases of equipment, supplies, electronic data records and an integrated library system to provide cost effective services.
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

  - Year 1

- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
- 4. Intended Result(s) The member libraries will be able to provide a wider range of library services to their communities.
- 5. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.19 Element 6 - AWARENESS AND ADVOCACY**

- 1. Goal Statement SALS will promote the System as a whole and explain the benefits of a system to the communities served. SALS will continue to work with and inform legislative representatives on the local, state, and national level about the role of libraries in supporting a democratic society. SALS will advocate for social justice, and encourage our partners to do the same, as outlined in its Social Justice Statement from June 8, 2020.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

  - Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) The system and the member libraries will receive the funding necessary to provide library services to all of the residents in the SALS service area. Funding and support will come from local governments, state government and federal government.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES**

- 1. Goal Statement SALS will support open communication between the System and member libraries, and between member libraries, using multiple platforms, including newsletters, social media, in-person and virtual meetings, networking opportunities, and email.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

  - Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

- 3. Intended Result(s) System and member library staff and trustees will use the information they received to make informed decisions about their library and system services.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

- 1. Goal Statement SALS will work cooperatively with the Mohawk Valley Library System, Upper Hudson Library System and the Capital District Library Council to enhance the levels of library services for the member libraries and the public they serve.

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes

- 2d. Year 4 Yes

- 2e. Year 5 Yes

- 3. Intended Result(s) There will be cost savings, broader access and better services to the membership through the joint ILS, automation and technology support with the Mohawk Valley Library System. SALS will lend its expertise in the development of continuing education and technology advances by serving on various committees of the Capital District Library Council. SALS will lend its expertise for the development of library services and policies by serving on various state-wide groups (PULISDO, NYALS, Outreach Coordinators, Youth Services, Summer Reading programs). SALS will lend its expertise by serving on various boards and committees on a national level (ALA Council, PLA Board of Trustees, Freedom to Read Foundation among other committees and boards).

- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**4.22 Element 9 - OTHER (Optional)** - If there are other elements not listed above to be included in the System's Plan of Service, complete one repeating group for each element.

- 1. Element
- 2. Topic
- 3. Goal Statement
- 4a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

Year 1

- 4b. Year 2 No

- 4c. Year 3 No

- 4d. Year 4 No

- 4e. Year 5 No

- 5. Intended Result(s)
- 6. Evaluation Method(s)

**4.23 Element 10 - CONSTRUCTION**

- 1. Goal Statement SALS will continue to support member libraries' efforts to refresh, renovate, or construct buildings that are ADA-accessible, reflective of the needs of the 21st century, including exceptional broadband and WiFi access, and other technologies as they become available. Member libraries may improve their physical space through local, state, and federal funding opportunities.

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) SALS and the member library buildings will be ADA-accessible, reflective of the needs of the 21st century, including exceptional broadband and WiFi access, and other technologies as they become available.
- 4. Evaluation Method(s) Member library staff and trustees will be asked to complete an annual system use, value and satisfaction survey to evaluate this element of System Services.

**ASSURANCE**

- 4.24 The Library System's Plan of Service was developed in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on (date - mm/dd/yyyy) 09/21/2021

**APPROVAL - For NYSL Use Only**

- 4.25 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)

**REVISION ASSURANCE**

- 4.26 The Library System's Plan of Service was revised in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on (date - mm/dd/yyyy)

**REVISION APPROVAL - For NYSL Use Only**

- 4.27 The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)